



## **GBWR GRIEVANCES POLICY AND PROCEDURES**

### **1. Introduction**

1.1 GBWR seeks to create a culture where people feel valued, respected and where their talents and ambitions are realised. As such, it is important to us that we deal fairly and quickly with any grievances received from employees. The Grievances Policy and Procedures provide for individual employees, whatever their role and status, to raise a grievance through GBWR channels, where it can be appropriately considered and dealt with.

### **2. Confidentiality**

2.1 All records of grievances will be maintained in accordance with the Data Protection Act. It is important that confidentiality is respected at all times by all parties involved in the process.

### **3. What is covered by the Grievances Procedures?**

3.1 For GBWR employees:

- Treatment by GBWR members
- Treatment by GBWR employees
- Treatments by GBWR contractors
- Health & Safety concerns
- Working hours
- Working conditions
- Pay and allowances
- Breaches of statutory employment rights

3.2 The list above is not meant to be exhaustive and the procedures may be used to resolve any legitimate concern relating to GBWR business.

### **4. Procedures**

#### **4.1 Stage 1 – Informal Process**

4.1.1 GBWR would hope that most grievances can be resolved without recourse to the formal process. As such, if you have a grievance, you are encouraged to discuss it informally and confidentially with the relevant accountable GBWR Officer. A copy of the GBWR structure detailing accountable Officers is available upon request. We trust that the majority of concerns can be resolved informally and at this stage.

#### **4.2 Stage 2 – Formal Process (Grievances Form)**

4.2.1 If you feel that the matter has not been resolved through informal discussions processes, and you wish to register your grievance formally, you should write to the GBWR Chief Executive using the Grievances Form below.



4.2.2 *Please note:*

- *In the event that your grievance is about the Chief Executive, then the Grievances Form should be addressed to the Chairman, who will designate a GBWR representative (who will be a GBWR Trustee not personally connected with the subject of the grievance) to conduct the investigation.*

**4.3 Stage 3 – Formal Process (Investigation)**

4.3.1 The GBWR Chief Executive will respond, normally within 7 working days of receiving the completed form, as to what actions will be taken to investigate your grievance.

4.3.2 The GBWR Chief Executive will inform any person who is alleged to be the cause of the grievance and ask him/her for a response to the grievance. This will normally be in a meeting, having given him/her advance notice of the matter. If relevant, other witnesses to the incident concerned will be interviewed or be asked to provide statements.

4.3.3 Following the investigation of your grievance the Chief Executive will report back in writing to you the result of the investigation.

4.3.4 *Please note:*

- *Grievances regarding issues about the protection of children or vulnerable adults may be referred to the Police or Social Services.*
- *Grievances alleging criminal activity may be referred to the Police.*
- *Grievances which fall outside the jurisdiction of GBWR Ltd may be referred to an appropriate body for consideration.*

**4.4 Stage 4 – Formal Process (Review)**

4.4.1 You will then be given an opportunity to comment on the findings of the investigation or alternatively to meet with the Chief Executive to discuss the findings.

4.4.2 Such a meeting, if requested, will normally be held within 21 working days of receiving the request. The aggrieved individual has the right to be accompanied to such a meeting by a companion, who must not be a family member and who may not ask questions or make comment during the meeting.

**4.5 Stage 5 – Formal Process (Outcome)**

4.5.1 Following either receipt of your written comments or a meeting, the Chief Executive will consider and advise you in writing of the decision regarding the grievance, normally within 7 working days.

**4.6 Stage 6 – Formal Process (Right of Appeal)**

4.6.1 If, after all steps are completed and a decision is reached and subsequently reported back in writing to the aggrieved individual, the matter has not been acceptably resolved, you have



the right of appeal to the Chairman. *(Appeals should only be made if all other forms and methods have failed, and as a last resort.)*

- 4.6.2 The Chairman (or his/her authorised representative, who will be a GBWR Trustee not personally connected with the subject of the grievance) will review the outcome of the grievance and make any further investigations into the matter; and give his/her decision within 14 working days of the appeal being received and will report the decision of the appeal back to you.

#### **4.7 Follow-Up**

- 4.7.1 If a grievance is upheld, the Chief Executive, Chairman or GBWR Trustee concerned will consider whether to recommend any steps that could be taken to ensure that the incident does not happen again. This may involve, but is not limited to, disciplining an employee, stopping the engagement of a consultant, disciplining a member, amending current GBWR procedures or putting new procedures in place.

#### **5. Disputes regarding this Policy and Procedures**

- 5.1 Aggrieved individuals and GBWR Ltd agree to submit any dispute concerning any matter connected with or arising out of this Grievances Policy and its Procedures exclusively to binding arbitration to be conducted by an Arbitrator (or panel) appointed by Sports Resolutions UK and pursuant to any rules of conduct of the arbitration laid down by SR (UK) or the appointed Arbitrator.
- 5.2 The Parties agree that they will not commence, continue or maintain any legal challenge to any matter falling under this Policy and Procedures in any court of law or any other dispute resolution procedure. The outcome of the SR (UK) arbitration shall be final and binding.

**Approved by the GBWR Board of Trustees on 3 May 2012**



**GBWR Ltd Grievances Form**

Grievance reference number..... Date grievance received .....
Name/ Address / Contact Details / Employee's Role:  <i>(Please note that anonymous grievances will be disregarded.)</i>
Grievance Details <i>(Please specify: what, where, when, who; and attach any relevant correspondence):</i>
Desired Outcome <i>(Please indicate what potential resolution to the grievance you are looking for):</i>
Details of Investigation of Grievance undertaken:
Action/ Remedy taken to resolve Grievance, if upheld <i>(Please attach all correspondence: e.g. letter of resolution, letter of apologies, explanatory emails etc):</i>
Grievance resolved and completed ..... date.....